

**Person Specification****Job Title: L&G SPLW****Band: Band 5****Department: Primary Care****All candidates will be considered on their ability to meet the requirements of this person specification.**

ATTRIBUTES	ESSENTIAL	DESIRABLE
1. Training and qualifications	Educated to at least Level 3 in a health, social care, counselling or other relevant field, or suitable relevant work experience	Related professional qualification such as Counselling or other healthcare related qualification
2. Knowledge and experience	<p>Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity</p> <p>Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers</p> <p>Knowledge of the area of Dudley and the voluntary and community sector in particular</p> <p>Experience of working in a team</p>	<p>Previous NHS experience</p> <p>Experience of working ecumenically and with other faith communities</p> <p>Experience of supervising volunteers</p>
3. Skills	<p>Excellent interpersonal skills for working with a wide range of professionals and service users</p> <p>Well-developed Listening skills and experience of using Counselling skills</p> <p>To have the ability to follow process when assessing people's needs, to liaise with other agencies and to record outcomes</p>	



	Excellent communication skills including good computer skills and written and presentation skills Attention to detail with record keeping	
4. Personal Qualities	Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity Commitment to reducing health inequalities and proactively working to reach people from diverse communities A commitment to ongoing professional development	Share the values of the NHS and has awareness or experience of working in the health sector Ability to adapt to change
5. Other	Able to offer some flexibility to cover colleagues and to work some clinics into the early evening Able to work at different Health Centres or Surgeries	Car user or applicants should be able to evidence how they intend to travel to different sites and across PCN area





Additional Information About Us

Dudley Integrated Health and Care NHS Trust is the first Integrated Care Provider in the country. It was launched in April 2020 following a period of development and integrates primary care with community services across within our healthcare system. Our aim is 'Dudley first: community where possible and hospital where necessary' and our purpose is to improve the health and wellbeing of our local population in Dudley.

People are living longer, with more complex health issues which brings increasing financial pressures on health services and these are mirrored locally. The local health and care system recognises that to really meet these challenges we must take a longer view, they are not things that can be fixed overnight and we need to look at new ways of thinking and doing to make the difference that we have not been able to make to date. This requires changes to the way that we provide services to meet the changing needs of our local population.

Dudley is an area that has risen to that challenge. We are working differently to make the changes required, to think about solutions and make them happen. We have established teams without walls who focus on the person at the centre and their care needs and our aim is to wrap community and primary care services around the needs of the population.





We are looking for exceptional individuals with the drive and enthusiasm to change how healthcare is delivered and

make a real difference to the people we serve. We are looking for people unafraid to challenge the norm and to innovate new ways of delivering care whilst engaging and managing their teams to feel passionate about improving patient experience.

Dudley Integrated Health and Care NHS Trust presents the unique opportunity to welcome staff into a new type of NHS Trust where they can work in partnership with others to create A Great Place to Work. For more information please look at our website www.dihc.nhs.uk

Aims, Purpose and Commitments of DIHC

Employees, workers, and/or contractors will be expected to uphold the aim, purpose and commitments of the organisation and exhibit the expected behaviours aligned to these commitments. Individuals have a responsibility to ensure that they display these commitments and behaviours whilst carrying out their job and that individuals feel able to challenge (or raise a challenge) when other

colleagues' behaviours breach the spirit of the commitments. The aim, purpose and commitments are as follows:

Aim

Dudley first: community where possible, hospital where necessary

We are truly different. We are a new type of NHS organisation created to serve our Dudley population in a genuinely integrated way

Purpose

To connect with the people of Dudley, embrace our diversity and support them to live longer healthier lives.

We will do this by ensuring everyone involved in the provision of care works together, keeping the person at the heart of everything they do.

Commitments

Put people first

We will:-

- *Care and advocate* for all
- Provide the highest quality care
- Speak up for those who cannot or ask us to.





- Empower our service users to be joint decision makers in their care

Enable and support our staff

We will:-

- Ensure our staff have the skills to deliver our purpose to the best of their ability
- Put their safety at the forefront of operational delivery
- Proactively support their health and wellbeing

Simplify what can be complex

We will:-

- Enable our staff to create and innovate.
- Empower them with the skills and resources so they can improve and transform the services they provide.
- Make this a priority freeing up their time to participate.
- Make our services easier to navigate for both patients, staff and citizens

- Work with our citizens to be the co-designers of future services

Be accountable for our actions

Our job is to serve the people of Dudley and ultimately; they will judge our actions:

- Each of us has a personal responsibility for our decisions and actions; to be leaders. Only through our actions will we build trust and respect for the work we do.
- *Be accessible and responsive* - listen to our staff, service users and local population; actively seeking those whose voice is quieter than others or those that are 'hard to reach'; and then respond with the means available to us.
- We will behave inclusively, building on our diversity
- We will encourage our population to be part of our future workforce and service suppliers

